

DOIT MASTER AGREEMENT NUMBER:	B-03-006	DOIT APPROVAL DATE:	12/03/03
VENDOR NAME: SBC SNET		FEIN: 06-054-26-46	
SERVICE/PRODUCT NAME: Internet Access – Dial Internet			
<u>SERVICE/PRODUCT DESCRIPTION:</u>			
<p>SBCYahoo! Dial Internet</p> <p>SBC and Yahoo! offers a co-branded, premium dial-up access Internet service. SBC Yahoo! offers an easy-to-understand Internet experience with a content-rich home page. SBCYahoo! Dial Internet includes the following features:</p> <ul style="list-style-type: none"> • Yahoo! Instant Messaging • Yahoo! Chat • The ability to check e-mail from any computer in the world • Pop-Up Blocker to keep annoying ads at bay • Parental controls customizable to your preferences • Firewall software to help shield your computer from unauthorized access • SpamGuard to keep unwanted email from clogging your inbox • Email virus protection software • Seamless transition from old Internet service – email forwarding, address-change notification • Unlimited nationwide dialup Internet access • Personalized SBC Yahoo! Dial home page • Customized SBC Yahoo! Dial browser • SBC Yahoo! Photos and Briefcase with up 210 MB of online storage • Two Consumer Reports® guides • Enhanced email – SBC Yahoo! Mail PLUS at no extra cost with 25 MB of storage, POP access and email forwarding • Up to 10 additional SBC Yahoo! Mail accounts with 10MB of storage each, POP access and email forwarding • SBC Yahoo! Messenger <p>Special Features*</p> <p>During registration you will also be invited to choose one of the following services at no extra cost:</p> <ul style="list-style-type: none"> • Three months of SBC Yahoo! Bill Pay • One SBC Yahoo! Personals enhanced ad • Three month membership to SBC Yahoo! Games All-Star Package • Email Marketing Trial • SBC Yahoo! Mail Extra Storage – 25 MB extra on Master account • Premium Business News and Information 			

SERVICE LEVELS:**Installation Intervals**

Less than 10 lines = 15 business days

10 or more lines = Individual Case Basis

Routine Repair Intervals

Response time = Less than 1 hour

Repair Resolution time = 4 hours or less

Repair Service Level Definitions:

Repair Response is the time elapsed between when SNET receives a report of a problem or otherwise becomes aware of a problem, and the time that SNET responds to the end user or other designated contact to verify the problem.

Repair Resolution Time means the elapsed time between when the State notifies SNET of a problem, and the time that SNET restores service and such service is acceptable to the State.

SERVICE AVAILABILITY/LIMITATIONS:**SERVICE AVAILABILITY**

See Service Availability spreadsheet

MINIMUM REQUIREMENTS**SBC Yahoo Dial System Requirements:****Personal Computer (PC)**

Windows NT / 2000 / XP

- Pentium Class - 166 MHZ Processor or better
- 16 bit color video adapter with 800X 600 resolution
- 64 MB RAM
- 75 MB of hard drive space
- CD-ROM or DVD drive
- 28.8 Modem or better

Windows 95b / 98 / ME

- Pentium Class - 166 MHZ Processor or better
- 16 bit color video adapter with 800X 600 resolution
- 32 MB RAM
- 75 MB of hard drive space
- CD-ROM or DVD drive
- 28.8 Modem or better

Note: SBC Yahoo does not support Windows 3.x

MacIntosh Computers

- MAC version OS 10.0.1 or later
- 75 MB of hard drive space
- CD-ROM or DVD drive
- 28.8 Modem or better
- Dial Up Networking Installed

PRODUCT SCHEDULE

1/21/03

MASTER AGREEMENT NUMBER: B-03-006						DOIT APPROVAL DATE: 12/3/2003			
VENDOR NAME: SBC SNET						VENDOR FEIN: 06-054-26-46			
SERVICE NAME: Internet Access - Dial Up Internet Service- SBC Yahoo! Dial									
A 2% credit will be issued monthly against the items ordered from this Product Schedule per the SBC SNET Master Agreement									
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Initial Conversion: Non-Recurring Unit Cost	Post- Conversion: Non-Recurring Unit Cost	Recurring Monthly Cost
Add	11/24/03	12/03/03	1		SBC Yahoo! Dial - Unlimited access	line	\$0.00	\$0.00	\$21.95
Add	11/24/03	12/03/03	2		SBC Yahoo! Dial - Unlimited access w /SNET All Distance	line	\$0.00	\$0.00	\$18.95
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